

September 12, 2012

DSM Update

DSM is the new standard for sending Protected Health Information

YouSendIt is no longer the standard for sending Protected Health Information and it has been replaced by Direct Secure Messaging (DSM).

Technical assistance with DSM

*If you are experiencing technical difficulties with DSM such as: needing your account information, password reset, other technical difficulties please contact the **DSM Help Desk at: 1-800-642-1810 or support@ak-ehealth.org**.*

*If you are unsure if you requested a DSM account, please contact the **DSM Help Desk at: 1-800-642-1810 or support@ak-ehealth.org**.*

How requests an account

Non-state customer

Non-state personnel, including DHSS contractors and grantees, will need to request an account through the Alaska eHealth Network (AeHN) at 1-866-966-9030 or email info@ak-ehealth.org.

State customer

For State personnel who do not already have a DSM account, you can request a DSM account by contacting the DHSS IT Help Desk (helpdesk@alaska.gov). If you already have a DSM account, please do not resubmit your request.

Contact your HelpDesk

Juneau: 465-8200 | Anchorage: 269-3444 | Fairbanks: 451-3125 | Email: helpdesk@alaska.gov
Toll Free: 1-888-484-5763 | Website: <http://in.dhss.ak.local/>

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